

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	((allocat\$ or distribut\$ or propagat\$) adj2 (call or contact or email)) with (day or time or period)) and goal and handl\$	EPO; JPO; DERWENT	OR	ON	2005/06/09 13:57
L2	0	((allocat\$ or distribut\$ or propagat\$) adj2 (request)) with (day or time or period)) and goal and handl\$	EPO; JPO; DERWENT	OR	ON	2005/06/09 13:07
L3	71	((allocat\$ or distribut\$ or propagat\$) adj2 (request)) with (day or time or period)) and goal and handl\$	US-PGPUB; USPAT	OR	ON	2005/06/09 13:31
L4	7	tex.as.	US-PGPUB; USPAT	OR	ON	2005/06/09 13:57
L5	434	tex.as.	US-PGPUB; USPAT	OR	ON	2005/06/09 13:31
L6	0	((allocat\$ or distribut\$ or propagat\$) adj2 (request)) with (day or time or period)) and goal	EPO; JPO; DERWENT	OR	ON	2005/06/09 13:58
L7	92	((allocat\$ or distribut\$ or propagat\$) adj2 (request)) with (day or time or period)) and goal	US-PGPUB; USPAT	OR	ON	2005/06/09 13:59
L8	30	((allocat\$ or distribut\$ or propagat\$) adj2 (demand)) with (day or time or period)) and goal	US-PGPUB; USPAT	OR	ON	2005/06/09 14:11
L9	65	((allocat\$ or distribut\$ or propagat\$) adj2 (order))with (day or time or period)) and goal	US-PGPUB; USPAT	OR	ON	2005/06/09 14:14
L10	4	("3593008"   "4510351"   "5040123"   "5111391").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/06/09 14:01
S1	46	schedul\$4 with mail with response	USPAT	OR	OFF	2005/06/06 13:19
S2	3768	schedul\$4 with response	USPAT	OR	OFF	2004/04/12 13:59
S3	655	schedul\$4 with agents	USPAT	OR	OFF	2004/04/12 13:59
S4	57	(schedul\$4 with agents) and email	USPAT	OR	OFF	2004/04/12 14:32
S5	190	email with management	USPAT	OR	OFF	2004/04/12 14:33
S6	24	email near management	USPAT	OR	OFF	2004/04/12 14:33
S7	54	schedule with response with communication	USPAT	OR	OFF	2004/04/14 14:55
S8	1	"5185780".pn.	USPAT	OR	OFF	2004/04/16 11:17
S9	0	forecast\$3 with goal with (contacts or emails or calls) with handl\$3	USPAT	OR	OFF	2004/11/22 10:25

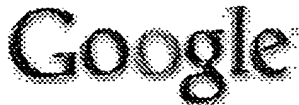
S10	4	forecast\$3 with (contacts or emails or calls) with handle\$3	USPAT	OR	OFF	2004/11/22 10:27
S11	16	forecast\$3 near (contacts or emails or calls)	USPAT	OR	OFF	2004/11/22 10:27
S12	34	forecast\$3 near (contact or email or call)	USPAT	OR	ON	2004/11/22 12:39
S13	214	705/8.cor.	USPAT	OR	ON	2004/11/22 12:39
S14	103	705/9.cor.	USPAT	OR	ON	2004/11/22 12:39
S15	28	(forecast\$ or predict\$) with (contacts or callers or calls) with handle	USPAT	OR	OFF	2005/06/06 13:20
S16	①	"5325292".pn.	USPAT	OR	OFF	2005/06/06 13:32
S17	①	"6044355".pn.	USPAT	OR	OFF	2005/06/06 13:34
S18	192254	propagat\$	USPAT	OR	OFF	2005/06/06 14:11
S19	13476	propagat\$ and call	USPAT	OR	OFF	2005/06/06 14:11
S20	673	propagat\$ with call	USPAT	OR	OFF	2005/06/06 14:11
S21	⑨7	(propagat\$ with call) and goal	USPAT	OR	OFF	2005/06/06 14:36
S22	13662	floating near point	USPAT	OR	OFF	2005/06/06 14:36
S23	907	floating near point near values	USPAT	OR	OFF	2005/06/06 14:36
S24	13323	floating adj point	USPAT	OR	OFF	2005/06/06 14:36
S25	777	floating adj point adj values	USPAT	OR	OFF	2005/06/08 12:17
S26	0	(floating adj point adj values) with propagation	USPAT	OR	OFF	2005/06/06 14:37
S27	⑨1	(floating adj point adj values) and propagation	USPAT	OR	OFF	2005/06/06 15:27
S28	1767	(allocat\$ or distribut\$) near (calls or contacts or emails)	USPAT	OR	OFF	2005/06/06 15:19
S29	②30	S28 and goal\$	USPAT	OR	OFF	2005/06/06 15:17
S30	①67	S29 and handle	USPAT	OR	OFF	2005/06/06 15:17
S31	①03	S30 and (forecast\$ or predict\$)	USPAT	OR	OFF	2005/06/06 15:18
S32	①03	S31 and (day or time or period)	USPAT	OR	OFF	2005/06/06 15:18
S33	0	((allocat\$ or distribut\$) near (calls or contacts or emails)) with handle with goal) and (forecast\$ or predict\$) and (day or time or period)	USPAT	OR	OFF	2005/06/08 12:06
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S35	①2	((allocat\$ or distribut\$) near (calls or contacts or emails)) with (forecast\$ or predict\$)	USPAT	OR	OFF	2005/06/07 09:09
S36	653	(floating adj point adj values) and call	USPAT	OR	ON	2005/06/06 15:27

S37	51	("5185780").URPN.	USPAT	OR	OFF	2005/06/06 15:36
S38	72	((allocat\$ or distribut\$) near (call or response or contact or email)) with (forecast\$ or predict\$)	USPAT	OR	ON	2005/06/07 09:09
S39	0	((allocat\$ or distribut\$ or propagat\$) near (calls or contacts or emails)) with handle with goal) and (forecast\$ or predict\$) and (day or time or period)	USPAT	OR	OFF	2005/06/07 09:43
S40	333	((allocat\$ or distribut\$ or propagat\$) near (calls or contacts or emails)) and (forecast\$ or predict\$) and (day or time or period)	USPAT	OR	OFF	2005/06/07 09:43
S41	203	((allocat\$ or distribut\$ or propagat\$) near (calls or contacts or emails)) with (day or time or period)	USPAT	OR	OFF	2005/06/07 09:44
S42	214	((allocat\$ or distribut\$ or propagat\$) adj2 (calls or contacts or emails)) with (day or time or period)	USPAT	OR	OFF	2005/06/07 09:44
S43	1	((allocat\$ or distribut\$ or propagat\$) adj2 (calls or contacts or emails)) with (day or time or period) with goal	USPAT	OR	OFF	2005/06/07 09:44
S44	17	((allocat\$ or distribut\$ or propagat\$) adj2 (calls or contacts or emails)) with (day or time or period)) and goal	USPAT	OR	OFF	2005/06/07 09:51
S45	75	((allocat\$ or distribut\$ or propagat\$) adj2 (call or contact or email)) with (day or time or period)) and goal	USPAT	OR	ON	2005/06/07 09:52
S46	58	((allocat\$ or distribut\$ or propagat\$) adj2 (call or contact or email)) with (day or time or period)) and goal and handl\$	USPAT	OR	ON	2005/06/07 14:37
S47	36	((allocat\$ or distribut\$ or propagat\$) adj2 (call or contact or email)) with (day or time or period)) and goal and handl\$	US-PGPUB	OR	ON	2005/06/09 12:37
S48	1	"5325292".pn.	USPAT	OR	OFF	2005/06/07 16:47
S49	1220	((allocat\$ or distribut\$ or propagat\$) near (call or contact or email or request)) with (day or time or period)	USPAT	OR	ON	2005/06/08 12:07
S50	360	S49 and (staff\$ or schedul\$)	USPAT	OR	ON	2005/06/08 12:07
S51	74	S50 and goal	USPAT	OR	ON	2005/06/08 12:07

S52	499	(floating adj point adj value) and propagat\$	US-PGPUB; USPAT	OR	ON	2005/06/08 12:17
S53	68	(floating adj point adj value) with propagat\$	US-PGPUB; USPAT	OR	ON	2005/06/08 12:17

JS 6-10-05

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1 Enron 371971 2 ENERGY 244838 3 Power 243465 4 Company 151112 5 ...

... 109 13455 countryside 109 13456 Franchises 109 13457 Mustang 109 13458 Omega

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S MUSTANG (2N) MESSAGE (2N) CENTER (2N) ESERVICE (2N) PLATFORM

16446 MUSTANG

673423 MESSAGE

2593903 CENTER

4721 ESERVICE

1343378 PLATFORM

S6 ⑨ MUSTANG (2N) MESSAGE (2N) CENTER (2N) ESERVICE (2N)  
PLATFORM

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6-9-05

T S6/9/ALL

6/9/1 (Item 1 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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06894464 Supplier Number: 58356459 (THIS IS THE FULLTEXT)

**Mustang.com and Pipkins Join Forces In eService Workforce Management.**

Business Wire, p0028

Dec 23, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 635

TEXT:

Business Editors

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Dec. 23, 1999

Mustang Message Center(TM) Updated To Share Data With

Pipkins Maxima Advantage(R) Workforce Management System

Mustang.com, Inc. (Nasdaq:MSTG), the provider of Trusted eService Solutions(TM), and Pipkins, Inc., a provider of Workforce Management Systems for more than fifteen years, announced today that the two companies have successfully integrated direct support for the Pipkins Maxima Advantage workforce management system into **Mustang .com's Mustang Message Center eService platform**. The collaboration will permit companies to intelligently manage their e-mail customer service workforce, ensuring service level goals are met in the most cost-effective manner possible.

Mustang Reports(TM), the historical reporting component of the Mustang Message Center platform, can now export system data to Maxima Advantage for analysis in recommending staffing and scheduling levels. Customer service centers may now forecast e-mail customer service representative (CSR) staffing requirements. Additionally, they receive the ability to monitor service level adherence with the same accuracy as for traditional call centers.

"Companies using both Mustang Message Center and Maxima Advantage will build or extend their competitive advantage," stated Jim Harrer, Mustang.com President and Chief Executive Officer. "This marriage allows companies to solve the service vs. cost equation. No longer is there a choice between two imperfect options. This partnership provides an ideal solution, optimum service coverage and cost-effective operations."

Workforce management is the process of balancing the burden of work to be completed with the resources available to complete that work. Without work volume benchmarks or targets, overstaffing or understaffing can result. And as costly as overstaffing is to the company, understaffing which leads to inferior service and customer dissatisfaction may be even more treacherous.

"With the advent of products such as Mustang's Message Center, users can leverage our system design to gain the optimization benefits of a truly integrated call center. We had anticipated the evolution of the multi-media call center and engineered our system to accept and process data from any type of CRM media," stated Dr. James Pipkins, Founder and Chief Executive of Pipkins, Inc.

About Pipkins, Inc. and Maxima Advantage(R)

Pipkins, Inc. (Pipkins), founded in 1984, is the leading supplier of workforce management software (Maxima Advantage) and services to the call center industry. Maxima Advantage, which features Merlang(TM), Pipkins' proprietary optimization algorithm, is the most robust and feature rich system available. It enables managers to solve the complicated operational issues in today's multi-faceted call center environment. Its open design allows for the complete integration of all CRM technology. Pipkins' systems



forecast and schedule more than 100,000 agents in over 300 locations across all industries worldwide. Corporate headquarters are located at 1031 Executive Parkway, Suite 110, Saint Louis, MO 63141. Inquiries can be addressed via voice, 314-469-6106; fax, 314-469-0841; or e-mail, info@pipkins.com. Additional information is available from Pipkins on the Web at <http://www.pipkins.com>.

About Mustang.com and Mustang Message Center

Mustang.com enables loyal, high quality customer relationships through the design, development and support of Internet and e-mail based customer management software applications. Mustang Message Center is an award-winning eService solution that improves e-mail management in mission-critical, high-volume customer service operations. Currently, 326 customers, plus approximately 50 or more in pilot, actively utilize the Mustang Message Center for 24x7, mission-critical customer service, supporting hundreds of thousands of transactions every day. The company's prior announcement of 375 customers included customers in Mustang's pilot programs and was made in error. Corporate headquarters are located at 6200 Lake Ming Road, Bakersfield, CA 93306; with offices in Atlanta, GA; Chicago, IL; Ft. Lauderdale, FL; Los Angeles, CA; Phoenix, AZ; Seattle, WA; and Washington, D.C. Inquiries can be addressed via voice, 661-873-2500; fax, 661-873-2499; or e-mail, info@mustang.com. Additional information is available from Mustang.com on the Web at <http://www.mustang.com>.

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*Pipkins Inc.

PRODUCT NAMES: \*7372000 (Computer Software)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

SIC CODES: 7372 (Prepackaged software)

NAICS CODES: 51121 (Software Publishers)

SPECIAL FEATURES: LOB; COMPANY

6/9/2 (Item 2 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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06827832 Supplier Number: 57779733 (THIS IS THE FULLTEXT)

**Mustang.Com and Value America Unite to Welcome a Prosperous Holiday Retail Season.**

Business Wire, p0017

Nov 24, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 645

TEXT:

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Nov. 24, 1999--

Mustang.com(TM), Inc. (Nasdaq:MSTG), the provider of Trusted eService Solutions(TM), and Value America, Inc. (Nasdaq:VUSA), the Internet's leading superstore, announced today the signing and implementation of a joint agreement to fulfill the service needs of Value America's extensive user base.

The online customer service partnership replaced Value America's existing e-mail management software in anticipation of the busy holiday rush. Value America selected the power and flexibility of the Mustang Message Center(TM) Enterprise Edition, reflecting their belief in the strength of the upcoming retail season and their commitment to Internet customer satisfaction.

"The decision to employ Mustang.com technology will improve our ability to deliver on our customers' expectations," said R. Steve Tungate,

Senior Vice President of Operations and Fulfillment at Value America. "Our old system left us exposed to service insufficiencies at a time we needed to maximize critical resources. The Mustang Message Center routing technology will directly impact the level of service our customers receive."

Fall shopping surveys already show a significant increase in online sales versus 1998, hinting at the scale of the seasonal rush soon to follow. Estimates of online holiday spending this year reach into the \$6 billion range. The importance of service as a purchase driver is clear to all involved.

Said Jim Harrer, CEO of Mustang.com, "Whether customers are savvy Internet shoppers or novices avoiding the mall, they gravitate to companies that demonstrate a clear commitment to their online audience. Customers, drawn to a brand name site such as Value America, come with great expectations. They insist that a premier site treat them to a full-service experience." He continued, "The opportunity to deliver eService capabilities to an elite site in another defining year of online retail activity tells us at Mustang.com that the combination of technology and service is rewarded in this business as well."

The **Mustang Message Center eService platform**, installed in one week's time, to 150 service agents at four separate Value America locations, will support order inquiries, member and credit services, and vendor relations. "Once you analyze the situation and see the impact that a new technology can deliver to your customers and your business, you want it immediately. Mustang.com delivered," said Tungate.

#### About Value America

Value America, Inc. (valueamerica.com), founded in 1996 and based in Charlottesville, Va., is the leading Internet superstore. Value America is an inventory-less, direct and factory-authorized marketplace for technology, office and consumer products.

With over 30 categories, developed through various partnerships with manufacturers, Value America offers customers superior value on products from more than 3,000 of the world's most trusted brands. Through unique multi-media product demonstrations, customers are provided with thorough product information, allowing them to make informed and confident buying decisions. Value America was the first to combine high tech and high touch by offering the convenience of online shopping with the personal benefits of real customer service. The Company is particularly proud of its alliance marketplaces that help fund and empower charities, universities, religious organizations and trade unions.

#### About Mustang.com and Mustang Message Center

Mustang.com enables loyal, high quality customer relationships through the design, development and support of Internet and e-mail based customer management software applications. Mustang Message Center is an award-winning eService solution that improves e-mail management in mission-critical, high-volume customer service operations. The Mustang Message Center is actively utilized for 24x7, mission-critical customer service, by more than 320 companies, supporting hundreds of thousands of transactions every day. Corporate headquarters are located at 6200 Lake Ming Road, Bakersfield, CA 93306 with offices in Boston, MA, Chicago, IL, Los Angeles, CA, Miami, FL, Atlanta, GA, New York, NY and Washington, D.C. Inquiries can be addressed via voice, 661-873-2500; fax, 661-873-2499; or e-mail, info@mustang.com. Additional information is available from Mustang.com on the Web at www.mustang.com.

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*Value America Inc

PRODUCT NAMES: \*4811524 (Teleshopping Services)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

SIC CODES: 4822 (Telegraph & other communications)  
NAICS CODES: 514199 (All Other Information Services)  
SPECIAL FEATURES: COMPANY

6/9/3 (Item 3 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)  
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06715420 Supplier Number: 56210441 (THIS IS THE FULLTEXT)

**Mustang.com Announces New Corporate Branding Strategy; New Name, Identity Strategy to Reflect Online History and Evolution.**

Business Wire, p1053

Oct 12, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 563

TEXT:

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Oct. 12, 1999--

Mustang Software, Inc. (Nasdaq:MSTG) today unveiled that it has changed its name to Mustang.com, Inc. to provide a new corporate brand with the singular focus of aligning the Company and its industry leading eService platform with the efforts of the 290+ organizations that have established the Company as a leader in the eBusiness and eService infrastructure markets. Mustang.com represents the convergence of thirteen years of online communications technology experience with the next generation of online interaction -- eBusiness and eService infrastructure.

"E-mail presents the single greatest opportunity to leverage the electronic customer relationship," commented President and CEO, Jim Harrer. "It is widely recognized that a rich and rewarding online experience is based on more than content or commerce alone. The immediate, personal communication customers now demand requires that companies embrace integrated eService as a means to more loyal and longer-lasting relationships. We want to champion the personalized, technology-driven eService process as a profitable means by which a company can demonstrate its commitment to customer satisfaction and earn its audience's attention and loyalty."

Supporting the corporate name change is a new product branding effort, complete with website, logo, and tagline that define Mustang.com's unique position as both a technology innovator and time-tested partner. Streamlined graphics and a new tag, "Trusted eService Solutions", accompany the award-winning Internet Message Center e-mail management platform, recast as Mustang Message Center.

"Our challenge was to restate our commitment to the core brand while leveraging the innovation that is defining eService as a central business process. E-mail is linking customer interactions across all media and presenting tremendous opportunities to personalize the electronic interaction," said Mustang.com VP Marketing Tanley Martin. "Mustang has evolved technologically without straying from its mission to advocate and enable complete customer satisfaction. Future communications will support these elements in tandem."

Mustang .com's "Trusted eService Solutions(TM)", based on the award winning Mustang Message Center 3.0 platform , provide comprehensive customer interaction and management via the Internet, including advanced web-based self-help, inbound e-mail management, and intelligent automated e-mail response. While Mustang.com recognized the significance of leading technology, its research demonstrated the market tendency towards high-touch organizations, often noting the Company's extended market presence, and the expectation of a highly personalized exchange.

"Mustang.com's online and Internet experience is unmatched in the industry and something to which our customers respond," continued Mr. Harrer. "While our customers consistently delight in the technology we deliver, they almost unanimously cite our past success as a differentiator over the companies that have followed us into this market."

#### About Mustang.com and Mustang Message Center

Mustang.com enables loyal, high quality customer relationships through the design, development and support of Internet and e-mail based customer management software applications. Mustang Message Center is an award-winning eService solution that improves e-mail management in mission-critical, high-volume customer service operations. The Mustang Message Center is actively utilized for 24x7, mission-critical customer service, by more than 290 companies, supporting hundreds of thousands of transactions every day. Corporate headquarters are located at 6200 Lake Ming Road, Bakersfield, CA 93306 with offices in Boston, MA, Chicago, IL, Los Angeles, CA, Miami, FL, Atlanta, GA, New York, NY and Washington, DC. Inquiries can be addressed via voice, 661-873-2500; fax, 661-873-2599; or e-mail, info@mustang.com. Additional information is available from Mustang.com on the Web at <http://www.mustang.com>.

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*Mustang Software Inc.

PRODUCT NAMES: \*7372000 (Computer Software)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

SIC CODES: 7372 (Prepackaged software)

NAICS CODES: 51121 (Software Publishers)

TICKER SYMBOLS: MSTG

SPECIAL FEATURES: LOB; COMPANY

6/9/4 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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11620647 SUPPLIER NUMBER: 58356459 (THIS IS THE FULL TEXT)

**Mustang.com and Pipkins Join Forces In eService Workforce Management.**

Business Wire, 0028

Dec 23, 1999

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 672 LINE COUNT: 00062

#### TEXT:

Business Editors

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Dec. 23, 1999

Mustang Message Center(TM) Updated To Share Data With

Pipkins Maxima Advantage(R) Workforce Management System

Mustang.com, Inc. (Nasdaq:MSTG), the provider of Trusted eService Solutions(TM), and Pipkins, Inc., a provider of Workforce Management Systems for more than fifteen years, announced today that the two companies have successfully integrated direct support for the Pipkins Maxima Advantage workforce management system into **Mustang .com's Mustang Message Center eService platform**. The collaboration will permit companies to intelligently manage their e-mail customer service workforce, ensuring service level goals are met in the most cost-effective manner possible.

Mustang Reports(TM), the historical reporting component of the Mustang Message Center platform, can now export system data to Maxima Advantage for analysis in recommending staffing and scheduling levels. Customer service centers may now forecast e-mail customer service

representative (CSR) staffing requirements. Additionally, they receive the ability to monitor service level adherence with the same accuracy as for traditional call centers.

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About Pipkins, Inc. and Maxima Advantage(R)

Pipkins, Inc. (Pipkins), founded in 1984, is the leading supplier of workforce management software (Maxima Advantage) and services to the call center industry. Maxima Advantage, which features Merlang(TM), Pipkins' proprietary optimization algorithm, is the most robust and feature rich system available. It enables managers to solve the complicated operational issues in today's multi-faceted call center environment. Its open design allows for the complete integration of all CRM technology. Pipkins' systems forecast and schedule more than 100,000 agents in over 300 locations across all industries worldwide. Corporate headquarters are located at 1031 Executive Parkway, Suite 110, Saint Louis, MO 63141. Inquiries can be addressed via voice, 314-469-6106; fax, 314-469-0841; or e-mail, [info@pipkins.com](mailto:info@pipkins.com). Additional information is available from Pipkins on the Web at <http://www.pipkins.com>.

About Mustang.com and Mustang Message Center

Mustang.com enables loyal, high quality customer relationships through the design, development and support of Internet and e-mail based customer management software applications. Mustang Message Center is an award-winning eService solution that improves e-mail management in mission-critical, high-volume customer service operations. Currently, 326 customers, plus approximately 50 or more in pilot, actively utilize the Mustang Message Center for 24x7, mission-critical customer service, supporting hundreds of thousands of transactions every day. The company's prior announcement of 375 customers included customers in Mustang's pilot programs and was made in error. Corporate headquarters are located at 6200 Lake Ming Road, Bakersfield, CA 93306; with offices in Atlanta, GA; Chicago, IL; Ft. Lauderdale, FL; Los Angeles, CA; Phoenix, AZ; Seattle, WA; and Washington, D.C. Inquiries can be addressed via voice, 661-873-2500; fax, 661-873-2499; or e-mail, [info@mustang.com](mailto:info@mustang.com). Additional information is available from Mustang.com on the Web at <http://www.mustang.com>.

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COMPANY NAMES: Pipkins Inc.

INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of business

DESCRIPTORS: Computer software industry

PRODUCT/INDUSTRY NAMES: 7372000 (Computer Software)

SIC CODES: 7372 Prepackaged software

NAICS CODES: 51121 Software Publishers

FILE SEGMENT: NW File 649

6/9/5 (Item 2 from file: 148)

DIALOG(R) File 148:Gale Group Trade & Industry DB  
(c)2005 The Gale Group. All rts. reserv.

11525438 SUPPLIER NUMBER: 57779733 (THIS IS THE FULL TEXT)  
**Mustang.Com and Value America Unite to Welcome a Prosperous Holiday Retail Season.**  
Business Wire, 0017  
Nov 24, 1999  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 678 LINE COUNT: 00062

TEXT:

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Nov. 24, 1999--

Mustang.com(TM), Inc. (Nasdaq:MSTG), the provider of Trusted eService Solutions(TM), and Value America, Inc. (Nasdaq:VUSA), the Internet's leading superstore, announced today the signing and implementation of a joint agreement to fulfill the service needs of Value America's extensive user base.

The online customer service partnership replaced Value America's existing e-mail management software in anticipation of the busy holiday rush. Value America selected the power and flexibility of the Mustang Message Center(TM) Enterprise Edition, reflecting their belief in the strength of the upcoming retail season and their commitment to Internet customer satisfaction.

"The decision to employ Mustang.com technology will improve our ability to deliver on our customers' expectations," said R. Steve Tungate, Senior Vice President of Operations and Fulfillment at Value America. "Our old system left us exposed to service insufficiencies at a time we needed to maximize critical resources. The Mustang Message Center routing technology will directly impact the level of service our customers receive."

Fall shopping surveys already show a significant increase in online sales versus 1998, hinting at the scale of the seasonal rush soon to follow. Estimates of online holiday spending this year reach into the \$6 billion range. The importance of service as a purchase driver is clear to all involved.

Said Jim Harrer, CEO of Mustang.com, "Whether customers are savvy Internet shoppers or novices avoiding the mall, they gravitate to companies that demonstrate a clear commitment to their online audience. Customers, drawn to a brand name site such as Value America, come with great expectations. They insist that a premier site treat them to a full-service experience." He continued, "The opportunity to deliver eService capabilities to an elite site in another defining year of online retail activity tells us at Mustang.com that the combination of technology and service is rewarded in this business as well."

The **Mustang Message Center eService platform**, installed in one week's time, to 150 service agents at four separate Value America locations, will support order inquiries, member and credit services, and vendor relations. "Once you analyze the situation and see the impact that a new technology can deliver to your customers and your business, you want it immediately. Mustang.com delivered," said Tungate.

About Value America

Value America, Inc. (valueamerica.com), founded in 1996 and based in Charlottesville, Va., is the leading Internet superstore. Value America is an inventory-less, direct and factory-authorized marketplace for technology, office and consumer products.

With over 30 categories, developed through various partnerships with manufacturers, Value America offers customers superior value on products from more than 3,000 of the world's most trusted brands. Through unique multi-media product demonstrations, customers are provided with thorough product information, allowing them to make informed and confident buying decisions. Value America was the first to combine high tech and high touch by offering the convenience of online shopping with the personal benefits of real customer service. The Company is particularly proud of its alliance marketplaces that help fund and empower charities, universities, religious organizations and trade unions.

About Mustang.com and Mustang Message Center

Mustang.com enables loyal, high quality customer relationships through the design, development and support of Internet and e-mail based customer management software applications. Mustang Message Center is an award-winning eService solution that improves e-mail management in mission-critical, high-volume customer service operations. The Mustang Message Center is actively utilized for 24x7, mission-critical customer service, by more than 320 companies, supporting hundreds of thousands of transactions every day. Corporate headquarters are located at 6200 Lake Ming Road, Bakersfield, CA 93306 with offices in Boston, MA, Chicago, IL, Los Angeles, CA, Miami, FL, Atlanta, GA, New York, NY and Washington, D.C. Inquiries can be addressed via voice, 661-873-2500; fax, 661-873-2499; or e-mail, info@mustang.com. Additional information is available from Mustang.com on the Web at www.mustang.com.

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COMPANY NAMES: Value America Inc

INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of business

DESCRIPTORS: Online services

PRODUCT/INDUSTRY NAMES: 4811524 (Teleshopping Services)

SIC CODES: 4822 Telegraph & other communications

NAICS CODES: 514199 All Other Information Services

FILE SEGMENT: NW File 649

6/9/6 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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11410332 SUPPLIER NUMBER: 56210441 (THIS IS THE FULL TEXT)

**Mustang.com Announces New Corporate Branding Strategy; New Name, Identity Strategy to Reflect Online History and Evolution.**

Business Wire, 1053

Oct 12, 1999

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 607 LINE COUNT: 00057

TEXT:

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Oct. 12, 1999--

Mustang Software, Inc. (Nasdaq:MSTG) today unveiled that it has changed its name to Mustang.com, Inc. to provide a new corporate brand with the singular focus of aligning the Company and its industry leading eService platform with the efforts of the 290+ organizations that have established the Company as a leader in the eBusiness and eService infrastructure markets. Mustang.com represents the convergence of thirteen years of online communications technology experience with the next generation of online interaction -- eBusiness and eService infrastructure.

"E-mail presents the single greatest opportunity to leverage the electronic customer relationship," commented President and CEO, Jim Harrer.

"It is widely recognized that a rich and rewarding online experience is based on more than content or commerce alone. The immediate, personal communication customers now demand requires that companies embrace integrated eService as a means to more loyal and longer-lasting relationships. We want to champion the personalized, technology-driven eService process as a profitable means by which a company can demonstrate its commitment to customer satisfaction and earn its audience's attention and loyalty."

Supporting the corporate name change is a new product branding effort, complete with website, logo, and tagline that define Mustang.com's unique position as both a technology innovator and time-tested partner. Streamlined graphics and a new tag, "Trusted eService Solutions", accompany the award-winning Internet Message Center e-mail management platform, recast as Mustang Message Center.

"Our challenge was to restate our commitment to the core brand while leveraging the innovation that is defining eService as a central business process. E-mail is linking customer interactions across all media and presenting tremendous opportunities to personalize the electronic interaction," said Mustang.com VP Marketing Tanley Martin. "Mustang has evolved technologically without straying from its mission to advocate and enable complete customer satisfaction. Future communications will support these elements in tandem."

**Mustang .com's "Trusted eService Solutions(TM)", based on the award winning Mustang Message Center 3.0 platform** , provide comprehensive customer interaction and management via the Internet, including advanced web-based self-help, inbound e-mail management, and intelligent automated e-mail response. While Mustang.com recognized the significance of leading technology, its research demonstrated the market tendency towards high-touch organizations, often noting the Company's extended market presence, and the expectation of a highly personalized exchange.

"Mustang.com's online and Internet experience is unmatched in the industry and something to which our customers respond," continued Mr. Harrer. "While our customers consistently delight in the technology we deliver, they almost unanimously cite our past success as a differentiator over the companies that have followed us into this market."

About Mustang.com and Mustang Message Center

Mustang.com enables loyal, high quality customer relationships through the design, development and support of Internet and e-mail based customer management software applications. Mustang Message Center is an award-winning eService solution that improves e-mail management in mission-critical, high-volume customer service operations. The Mustang Message Center is actively utilized for 24x7, mission-critical customer service, by more than 290 companies, supporting hundreds of thousands of transactions every day. Corporate headquarters are located at 6200 Lake Ming Road, Bakersfield, CA 93306 with offices in Boston, MA, Chicago, IL, Los Angeles, CA, Miami, FL, Atlanta, GA, New York, NY and Washington, DC. Inquiries can be addressed via voice, 661-873-2500; fax, 661-873-2599; or e-mail, [info@mustang.com](mailto:info@mustang.com). Additional information is available from Mustang.com on the Web at <http://www.mustang.com>.

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COMPANY NAMES: Mustang Software Inc.

INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of business

DESCRIPTORS: Computer software industry

PRODUCT/INDUSTRY NAMES: 7372000 (Computer Software)

SIC CODES: 7372 Prepackaged software

NAICS CODES: 51121 Software Publishers

TICKER SYMBOLS: MSTG



FILE SEGMENT: NW File 649

6/9/7 (Item 1 from file: 621)

DIALOG(R) File 621:Gale Group New Prod.Annou.(R)

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02267182 Supplier Number: 58356459 (THIS IS THE FULLTEXT)

**Mustang.com and Pipkins Join Forces In eService Workforce Management.**

Business Wire, p0028

Dec 23, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 635

TEXT:

Business Editors

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Dec. 23, 1999

Mustang Message Center(TM) Updated To Share Data With

Pipkins Maxima Advantage(R) Workforce Management System

Mustang.com, Inc. (Nasdaq:MSTG), the provider of Trusted eService Solutions(TM), and Pipkins, Inc., a provider of Workforce Management Systems for more than fifteen years, announced today that the two companies have successfully integrated direct support for the Pipkins Maxima Advantage workforce management system into **Mustang .com's Mustang Message Center eService platform**. The collaboration will permit companies to intelligently manage their e-mail customer service workforce, ensuring service level goals are met in the most cost-effective manner possible.

Mustang Reports(TM), the historical reporting component of the Mustang Message Center platform, can now export system data to Maxima Advantage for analysis in recommending staffing and scheduling levels. Customer service centers may now forecast e-mail customer service representative (CSR) staffing requirements. Additionally, they receive the ability to monitor service level adherence with the same accuracy as for traditional call centers.

"Companies using both Mustang Message Center and Maxima Advantage will build or extend their competitive advantage," stated Jim Harrer, Mustang.com President and Chief Executive Officer. "This marriage allows companies to solve the service vs. cost equation. No longer is there a choice between two imperfect options. This partnership provides an ideal solution, optimum service coverage and cost-effective operations."

Workforce management is the process of balancing the burden of work to be completed with the resources available to complete that work. Without work volume benchmarks or targets, overstaffing or understaffing can result. And as costly as overstaffing is to the company, understaffing which leads to inferior service and customer dissatisfaction may be even more treacherous.

"With the advent of products such as Mustang's Message Center, users can leverage our system design to gain the optimization benefits of a truly integrated call center. We had anticipated the evolution of the multi-media call center and engineered our system to accept and process data from any type of CRM media," stated Dr. James Pipkins, Founder and Chief Executive of Pipkins, Inc.

About Pipkins, Inc. and Maxima Advantage(R)

Pipkins, Inc. (Pipkins), founded in 1984, is the leading supplier of workforce management software (Maxima Advantage) and services to the call center industry. Maxima Advantage, which features Merlang(TM), Pipkins' proprietary optimization algorithm, is the most robust and feature rich system available. It enables managers to solve the complicated operational issues in today's multi-faceted call center environment. Its open design

allows for the complete integration of all CRM technology. Pipkins' systems forecast and schedule more than 100,000 agents in over 300 locations across all industries worldwide. Corporate headquarters are located at 1031 Executive Parkway, Suite 110, Saint Louis, MO 63141. Inquiries can be addressed via voice, 314-469-6106; fax, 314-469-0841; or e-mail, info@pipkins.com. Additional information is available from Pipkins on the Web at <http://www.pipkins.com>.

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*Pipkins Inc.

PRODUCT NAMES: \*7372000 (Computer Software)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

SIC CODES: 7372 (Prepackaged software)

NAICS CODES: 51121 (Software Publishers)

6/9/8 (Item 2 from file: 621)

DIALOG(R) File 621:Gale Group New Prod.Annou.(R)

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02241950 Supplier Number: 57779733 (THIS IS THE FULLTEXT)

**Mustang.Com and Value America Unite to Welcome a Prosperous Holiday Retail Season.**

Business Wire, p0017

Nov 24, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 645

TEXT:

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Nov. 24, 1999--

Mustang.com(TM), Inc. (Nasdaq:MSTG), the provider of Trusted eService Solutions(TM), and Value America, Inc. (Nasdaq:VUSA), the Internet's leading superstore, announced today the signing and implementation of a joint agreement to fulfill the service needs of Value America's extensive user base.

The online customer service partnership replaced Value America's existing e-mail management software in anticipation of the busy holiday rush. Value America selected the power and flexibility of the Mustang Message Center(TM) Enterprise Edition, reflecting their belief in the strength of the upcoming retail season and their commitment to Internet customer satisfaction.

"The decision to employ Mustang.com technology will improve our ability to deliver on our customers' expectations," said R. Steve Tungate,

Senior Vice President of Operations and Fulfillment at Value America. "Our old system left us exposed to service insufficiencies at a time we needed to maximize critical resources. The Mustang Message Center routing technology will directly impact the level of service our customers receive."

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#### About Value America

Value America, Inc. (valueamerica.com), founded in 1996 and based in Charlottesville, Va., is the leading Internet superstore. Value America is an inventory-less, direct and factory-authorized marketplace for technology, office and consumer products.

With over 30 categories, developed through various partnerships with manufacturers, Value America offers customers superior value on products from more than 3,000 of the world's most trusted brands. Through unique multi-media product demonstrations, customers are provided with thorough product information, allowing them to make informed and confident buying decisions. Value America was the first to combine high tech and high touch by offering the convenience of online shopping with the personal benefits of real customer service. The Company is particularly proud of its alliance marketplaces that help fund and empower charities, universities, religious organizations and trade unions.

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*Value America Inc

PRODUCT NAMES: \*4811524 (Teleshopping Services)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

SIC CODES: 4822 (Telegraph & other communications)  
NAICS CODES: 514199 (All Other Information Services)

6/9/9 (Item 3 from file: 621)

DIALOG(R) File 621:Gale Group New Prod.Annou.(R)  
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02196882 Supplier Number: 56210441 (THIS IS THE FULLTEXT)

**Mustang.com Announces New Corporate Branding Strategy; New Name, Identity Strategy to Reflect Online History and Evolution.**

Business Wire, pl053

Oct 12, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 563

**TEXT:**

BAKERSFIELD, Calif.--(BUSINESS WIRE)--Oct. 12, 1999--

Mustang Software, Inc. (Nasdaq:MSTG) today unveiled that it has changed its name to Mustang.com, Inc. to provide a new corporate brand with the singular focus of aligning the Company and its industry leading eService platform with the efforts of the 290+ organizations that have established the Company as a leader in the eBusiness and eService infrastructure markets. Mustang.com represents the convergence of thirteen years of online communications technology experience with the next generation of online interaction -- eBusiness and eService infrastructure.

"E-mail presents the single greatest opportunity to leverage the electronic customer relationship," commented President and CEO, Jim Harrer. "It is widely recognized that a rich and rewarding online experience is based on more than content or commerce alone. The immediate, personal communication customers now demand requires that companies embrace integrated eService as a means to more loyal and longer-lasting relationships. We want to champion the personalized, technology-driven eService process as a profitable means by which a company can demonstrate its commitment to customer satisfaction and earn its audience's attention and loyalty."

Supporting the corporate name change is a new product branding effort, complete with website, logo, and tagline that define Mustang.com's unique position as both a technology innovator and time-tested partner. Streamlined graphics and a new tag, "Trusted eService Solutions", accompany the award-winning Internet Message Center e-mail management platform, recast as Mustang Message Center.

"Our challenge was to restate our commitment to the core brand while leveraging the innovation that is defining eService as a central business process. E-mail is linking customer interactions across all media and presenting tremendous opportunities to personalize the electronic interaction," said Mustang.com VP Marketing Tanley Martin. "Mustang has evolved technologically without straying from its mission to advocate and enable complete customer satisfaction. Future communications will support these elements in tandem."

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industry and something to which our customers respond," continued Mr. Harrer. "While our customers consistently delight in the technology we deliver, they almost unanimously cite our past success as a differentiator over the companies that have followed us into this market."

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*Mustang Software Inc.

PRODUCT NAMES: \*7372000 (Computer Software)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

SIC CODES: 7372 (Prepackaged software)

NAICS CODES: 51121 (Software Publishers)

TICKER SYMBOLS: MSTG

?

Set	Items	Description
S1	75	GOAL (S) HANDL? (S) (CONTACTS OR EMAIL OR EMAILS OR CONTACT OR CALLS OR CALLERS OR CALL) (S) (DISTRIB? OR ALLOC? OR ASSI- GN? (S) ALLOT?) (S) (TIME OR PERIOD)
S2	56	RD S1 (unique items)
S3	56	S2 NOT PY2001
S4	47	S3 NOT PY>2001
S5	11	S4 AND (FORECAST? OR PREDICT?)
?		



T S5/3,K/ALL

5/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01655371 03-06361

**Lines of fire**  
Bianchi, Alessandra  
Inc. v20n9 (Inc. Technology Supplement) PP: 36-49 Jun 16, 1998  
ISSN: 0162-8968 JRNL CODE: INO  
WORD COUNT: 6019

...TEXT: needed to upgrade to a more robust system with more features, specifically the ability for **callers** to be directed immediately to a live operator when one was available. It decided to...

...which in addition to the live-operator feature has the capacity for 30 agents to **handle** up to 80 incoming lines. (After some haggling, Cintech's local **distributor** agreed to accept the price of the upgraded software-\$16,800-as payment in full...

...reservations manager for Jacobs' Golf, arranged to have monitors in their offices to observe the **call** center's activity-so they could keep an eye on such statistics as average **time** on hold (the company's **goal** is a minute and a half), average daily hang-up rate (the **goal** is no more than 10%), and how many agents were on the phone at a given **time** . But the opportunities provided by the call center didn't end there: the software's...that shows what number a caller has dialed

ERLANG C: A queuing formula that calculates **predicted** waiting times based on the number of reps and callers and how long it takes...

5/3,K/2 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07428976 Supplier Number: 62452478 (USE FORMAT 7 FOR FULLTEXT)  
**Citizens of Ga. in Deal to Help Unbanked.(Statistical Data Included)**  
Marjanovic, By Steven  
American Banker, v165, n106, p12  
June 2, 2000  
Language: English Record Type: Fulltext  
Article Type: Statistical Data Included  
Document Type: Magazine/Journal; Trade  
Word Count: 1614

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:

...to the unbanked. The \$245 million-asset bank, which has 11 branches, has agreed to **distribute** a debit card developed by Directo Inc., an Atlanta technology company founded last year by...

...cards for recipients of government benefits. Citicorp Services Inc., a Chicago-based Citigroup subsidiary that **handles** electronic benefits transfers, is establishing deposit accounts for unbanked people who sign up with participating...

...dime until somehow the government sounds the gong." Serving the unbanked has been an elusive **goal** , Mr. Young said. Many banks require a credit

check, proof of address, and proof of...

...no-frills accounts to low-end families or individuals," he said. Mr. Young at Citizens **predicted** the ETA program would ultimately become a reality, though it certainly has a long road...

...anticipation of regulatory prodding. The current "carrot" approach will by yearend become a "stick," he **predicted**. He said Directo's product might provide a model for the banking industry to emulate...

...of the associated operating costs of paper processing, stop-check orders, and overdrafts. Instead of **distributing** paychecks, employers would deposit workers' funds into bank accounts and issue debit -- or Directo -- cards...

...afford to do so because of the savings realized from eliminating paper-check processing and **distributions**, Mr. Cain said. "The cost of **distributing** paper checks is an enormous expense for many companies because they use overnight express services...

...have all bank charges, the account reconciliation charges, and stop-payment charges." Citizens would essentially **distribute** Directo cards and earn recurring monthly payments for every active Directo card. Personnel at all...

...and where the exchange rates are not as advantageous." Citizens is the first bank to **distribute** Directo cards. Directo has worked mainly with employers for enrollment, signing up 23 corporations as customers. Mr. Cain said there are "several thousand" active cardholders. Directo's business model **calls** for 50,000 accounts for it to achieve profitability. The company derives a monthly fee...

...individual account, which is paid by the employer. In addition, it earns transactional fees each **time** the card is used at an ATM or point of sale terminal. Mr. Johnson formed...

5/3/K/3 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07404996 Supplier Number: 62200026 (USE FORMAT 7 FOR FULLTEXT)

**Europe DNAfs Shows Progress, But How Much?: The jury is still out on Microsoft's emerging financial services technology platform. (Product Information)**

Jaben-Eilon, Jan

Bank Technology News, v14, n5, p64

May, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1916

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Analysts **predicted** 1999 would be the year in which European financial institutions would adopt Windows DNAfs as a platform to offer consumers integrated financial management services. The **forecast** was too optimistic, but European financial firms did begin actively testing Win DNAfs, or Windows **Distributed** interNet Applications, as an architecture for financial software. HypoVereinsbank in Germany, Societe Generale in France...



...banking offering in 1999. The pilot was successful, and David Ellington, technical architect at Woolwich, **predicts** the bank's new system will explode in popularity in the next few years. "We...

...000 by the end of 2000. By 2004, it expects 2 million users. Woolwich's **goal** in moving to DNAfs was to build an all-in-one e-banking system. It...

...in through the same set of business objects from Microsoft's middleware environment." At press **time**, Woolwich planned to extend its DNAfs-based Open Plan Systems environment to phones in mid...

...information audits are conducted over Microsoft SQL Server 7.0., while the Microsoft Transaction Server **handles** data security and integrity. David Patel, director of DPR, says that financial institutions "like this ...Not only banks Achi Racov, chief information technology officer at the NatWest Group, at press **time** the fourth largest British bank and one of the biggest users of Windows NT in...

...software giant has done a great job marketing DNA, some analysts question Microsoft's rosy **predictions** for the technology, including that it will boost sales of Windows NT. "DNA is not...

...does help applications to talk to each other. "DNAfs has facilitated channel integration that allows **call** centers, branches, ATMs and the Internet to share data," Starita says. But DNAfs is "not...

5/3,K/4 (Item 3 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06595936 Supplier Number: 55584054 (USE FORMAT 7 FOR FULLTEXT)

**Rock the new media boat but don't miss it!; The advancement of electronic commerce is fast becoming an everyday part of business life. But UK call centres are still some way off productive integration, claims new research by The Future Foundation.**

Reed, David

Precision Marketing, p22(1)

August 30, 1999

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1521

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

The growth of **call** centres in the UK has been one of the remarkable success stories of the Nineties...

...during 1996, but by 2000 this will be pushing 250,000. Within three years, the **call** centre sector could be employing more people than education and farming combined, the research agency...

...adoption of direct marketing, and the wholesale transfer of many lines of business into phone **distribution**, **call** centres would not be as widespread as they now are. Current emphasis on electronic commerce and the opportunities presented by the Internet have tended to overshadow the **call** centre, however. There is more interest and excitement about how to establish a transactional Web site, but little concentration on how this will integrate with existing **distribution** channels, including the **call** centre. As a result, problems are being stored up which could contradict the **goal** of better customer communication. In particular, there is little integration between Web sites and **call** centres, and between those centres

and customer databases. Indeed, the new media are being developed...

...reference to existing skills and experiences. The opportunity to develop genuine customer communication centres, which **handle** all forms of interaction with the marketplace from one place, may be about to be...

...rudimentary fashion, the survey notes. Only 20 per cent of businesses have invested in advanced **call handling** systems, while just 17 per cent are using interactive voice response to **handle calls** out of hours. Only limited integration exists between the telephone and other media, despite the...

...Web site and E-mail access, these are usually dealt with separately. Even if electronic **contact** is managed from the same site as telephone **contact**, different systems and people are generally involved. One consequence of this, identified by The Future...

...While businesses are interested in the idea, most have not even consolidated their existing telephone **call handling** into one location, with little integration of voice and data in place. This problem is...

...is classified as technological, is not yet seen as falling into the remit of customer **contact** and service centres and is being developed and dealt with by a separate team," it...

...are responsible for new media, with no integration even with direct marketing, let alone telephone **contact** processes. But while this separation will act as a barrier to future integration, the concept of how the "customer **contact** centre" might work is still "vague and largely unspecified," according to the report. While many...

...driven development rather than meeting a genuine need," says the report. With Web technologies being **handled** separately from telephone, dis-integration is more obvious than integration. Even worse, fulfilment and print...

...Datamonitor claims that \$1bn will be invested across Europe into computer-telephony systems that can **handle** both voice and data by 2001. The Future Foundation study's view is that the...

...drivers behind outsourcing. But the study notes that many companies remain suspicious of outsourcing their **call** centres, in part through lack of knowledge of how telephone networks can allow for **call** transferring between locations. In addition: "The biggest concerns being expressed about an outsourced agency are...

...a seamless service so as not to confuse customers," the study says. Although the outsourced **call** centre sector has been growing rapidly both here and in the US, the evidence for integrated customer **contact** solutions being provided is patchy. "In the US, suppliers of integrated solutions still have few...

...around the "super operator" - a highly trained agent who can deal with all types of **contact** in any channel. If technology does become more widely introduced, this role could become a...

...population is already using the Internet, with women and home users growing fastest. Access is **predicted** to reach 50 per cent of all households by 2004. In addition, interactive TV will...

...report says: "Web design has been poor in terms of delivering real consumer rewards and **time** saving, so potential early adopters revert to

their existing methods, particularly telephone ordering."This is helping to keep demand high for existing **call** centre methods of interaction, which acts as a brake on investment in new media and...

EVENT NAMES: \*240 (Marketing procedures); 010 ( **Forecasts** , trends, outlooks)

5/3,K/5 (Item 4 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06173710 Supplier Number: 54028807 (USE FORMAT 7 FOR FULLTEXT)

**Market Memo: E-commerce finding its niche, but results a firm - don't know.**

Dalton, John

Health Industry Today, pNA

Jan, 1999

Language: English Record Type: Fulltext

Document Type: Newsletter; Professional Trade

Word Count: 2172

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...and manufacturers risk losing the support and loyalty of in-house sales representatives and outside **distributors** who don't relish the prospect of watching commissions become Internet ether. Manufacturers who don...

...unit of Hewlett-Packard. H-P, which employs nearly 500 sales representatives and dozens of **distributors** , records nearly \$1 billion in annual revenue worldwide through medical device sales. It reported that...

...satisfaction has created a kind of do-it-in-the-dark marketing. Manufacturers hesitate to **call** attention to on-line marketing, and as a result launch web sites with little or...

...traditional vendors can lead the way with product discounts. Some manufacturers are offering salespeople and **distributors** commissions from online sales on a good will basis. Still other manufacturers offer commissions to the salespeople who would normally **handle** an account that has gone electronic. Salespeople are perhaps justifiably worried they will become the...

...health plans, hospitals, pharmacies, and laboratories, as well as device manufacturers, suppliers and purchasers. The **time** is now Group purchasers and suppliers were recently urged to invest in information technology to ...same HIGPA meeting, said that e-business represents the next generation of e-commerce. He **predicted** that in the future, gains in cost reduction are more likely to be driven by...

...Smith asserts, will expand rapidly. Medibuy is not tied to any particular manufacturer or established **distribution** system. To use the system, medibuy.com subscribers log onto its web site and click...

...sent electronically to the suppliers, who submit bids with terms, conditions and any instructions. The **goal** , says Smith, is to revolutionize the way the health care industry buys supplies. He insists...

...normally sell used equipment through a traditional, physical auction have found the service to save **time** and money. -- Medi Resource Network, Castle Rock, Colo., has reached an affiliation agreement with Healthcare...

...condition commonly referred to as ringing in the ear. ADM says it is the first **time** a medical device company has opted for an online launch of a new medical device...

...Corporation, Costa Mesa, Calif., a developer and publisher of software, has released ThinView, a real **time** Web database publishing tool. ThinView enables a company to use the Internet to supply its...

...for the 1000-bed Hartford Hospital, Hartford, Conn. "We don't see it as a **distributor** facility." Anderson says the nine people in his department access manufacturer and supplier sites as reference points, spending a "limited" amount of **time**, maybe 30 or 40 minutes apiece, on the Internet per week. He says at least for the immediate future, the Internet won't replace face-to-face **contact** with sales reps. "I see e-commerce as being valuable for commodity items, but not...

...and I can't imagine doing all of that without the interaction from reps and **distributors** ." Florida Hospital, an Orlando, Fla.-based, six-site hospital system with 1,450 beds plus...

...system which uses a master product catalog of 60,000 items to transmit orders to **distributor** Owens & Minor, Richmond, Va. GPOs are not left behind. Premier Inc., Westchester, Ill., is expected...

5/3,K/6 (Item 5 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06151115 Supplier Number: 53940018 (USE FORMAT 7 FOR FULLTEXT)

**MOBILE DIARY.**

Mobile Communications Report, v13, n4, pNA

Feb 22, 1999

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1879

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...they continue to support need for multiple 3G standards. "Our agreement is consistent with the **goal** of both organizations to ensure that our current 2nd-generation wireless customers and investment are...

...to merge some lobbying and logistical elements of separate organizations. Stapleton said agreement for first **time** will give TDMA customers ability to travel in Europe without special phones or cards to...

...911 service. Previous versions of bill would have required states to create new plans for **handling** emergency **calls** and to pay for new services with money from cellular towers. However, tower siting was...  
...requirement was deleted. Subcommittee also approved amendment by Senior Democrat Markey (Mass.) that would allow **call** location information to be supplied to private database companies that deliver emergency services, and HR...

...S. Bankruptcy Court, Wilmington, Del., delayed approving Arch Communications' purchase of bankrupt MobileMedia until financial **forecasts** are **distributed** to some creditors and new vote is conducted among unsecured creditors. Companies said they expect vote before end of March. Arch said disclosure relates to financial **forecasts** by MobileMedia made available to some creditors but not all. New vote will be required...

...had been given to "standby" purchasers and committee. Officials said court raised issue of financial **forecasts** in hearings at which New Generation Advisers of Boston, which opposes sale, raised questions about transaction. Arch Vp Robert Lougee said it was "an oversight" that financial **forecasts** weren't shared with all creditors. Companies will present new disclosure information at hearing Feb...

...It said its Calling Name service provides caller's name and number, regardless of whether **call** is made from wireless or wireline phone. Service will be available for TDMA networks in...

5/3,K/7 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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11767875 SUPPLIER NUMBER: 57785876 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**What are the Functions of Corporate Home Pages?(Statistical Data Included)**  
Sullivan, Jeremiah  
Journal of World Business, 34, 2, 193  
Summer, 1999

DOCUMENT TYPE: Statistical Data Included ISSN: 1090-9516  
LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 7783 LINE COUNT: 00699

TEXT:

...with world retail sales approaching \$60 billion and business to business sales over \$300 billion. **Forecasters** expect the Internet share of total U.S. retail sales to grow from 0.1...  
... that business to business selling over the Internet resulted in cost savings, reduced order processing **time** , and better information flow. Internet exchanges tended to replace telephone and fax usage but not...

...on a Web site do not require much immediate response from sales personnel, Web software **handling** of messages and requests frees marketing staff from many routine order taking and information providing...examined, their functioning as symbols of technological or industry excellence also might be important. This **goal** , discussed further below in light of theoretical models of Web site functioning, seems reasonable, given...

...An intranet involves use of the Internet and Web technologies to link employees, suppliers, and **distributors** . A good example is that of Marshall Industries, an electronics **distributor** based in El Monte, CA. Its intranet has three segments. The first allows employees to...

...sales volume, design information, and credit data. The third links Marshall with a key downstream **distributor** in France (Duffy, 1997). The last segment might also be called an extranet, because it...

...unlimited usage. Because these low-cost services may not last, plans in the auto industry **call** for the development of the Automotive Network Exchange, a huge lower cost extranet linking industry...likely to evoke a negative reaction from shareholders.

\* Information on the quality of operations, strategy, **forecasts** , vulnerabilities, and uncertainties. Usually the "Discussion" in the annual report delves into such issues as...legal disclaimers, negative or unpleasant information, a description of current operations, strategies for the future, **forecasts** , vulnerabilities, trends, and significant events.

\* Depth was measured as the average of the raters' estimates...

5/3,K/8 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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09873813 SUPPLIER NUMBER: 19997402 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**U.S. Hotels Operate with Lower Staff Levels, Coopers & Lybrand Lodging  
Research Network Reports**

PR Newswire, pl118NYTU043

Nov 18, 1997

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 765 LINE COUNT: 00069

... to move aggressively to cut costs and boost efficiency."

Hotel operators developed new ways to **allocate** fewer human resources to necessary tasks, Hanson says. These include creating in-hotel "rapid response" or "one **call** " service centers. These centers use tracking software, pagers and small two-way radios to dispatch...

...throughout a hotel workers who are empowered to perform a range of functions, including baggage **handling** , food tray collection and laundry drop-off. Rapid response centers use computers to track and **time** all such activities with the **goal** of boosting worker output -- and cutting guests' waiting **time** .

"Computers reduced accounting staff and front office staff," explains Hanson. "Voice mail reduced the need..."

...Research Network (www.lodgingresearch.com) makes available via the Internet Coopers & Lybrand's renowned econometric **forecasts** for the lodging industry, breaking lodging industry news, an exclusive database of lodging industry real...

5/3,K/9 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06454205 SUPPLIER NUMBER: 13741286 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Microsoft's Stonesifer girds for NT's debut. (VP of Product Support  
Services Patty Stonesifer; Windows NT operating system) (Interview)**

Morrissey, Jane; Cortese, Amy

PC Week, v10, n18, p132(1)

May 10, 1993

DOCUMENT TYPE: Interview ISSN: 0740-1604 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1101 LINE COUNT: 00080

...ABSTRACT: from support problems with its Access database that it could not depend on accurate sales **predictions** , so it has extended its beta programs to prepare better. The company is handling 2...

... be able to meet the demand for service was directly related to selling way beyond **forecast** .

So what we learned from Access was you can't **predict** sales rates as well as you think you can. What you've identified as a challenge is trying to **predict** consumer behavior in terms of what kind of support will they need. That's why...

...WEEK: What's the latest on the DOS 6.0 support situation? STONESIFER: We're **handling** 2,000 **calls** a day, but because of the busy signal, we're getting far more than that. MS-DOS 6.0, as you know, has gone through this

**distribution** phenomena that has caused a very large amount of product to be sold in a very compressed **period of time** . And our average wait<sup>□</sup>time<sup>□</sup> is more than 5 minutes. We believe that is unacceptable, and we are trying to...

...that down. And my estimation is that within the month, we'll be to our **goal** rate -- a minute or less average wait **time** -- and have 90 percent of our customers reaching an engineer in less than 60 seconds...

5/3,K/10 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05223091 SUPPLIER NUMBER: 11424658 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**The politics of free trade and the dynamics of cross-border coalitions in U.S. - Mexican relations.**

Thorup, Cathryn L.

Columbia Journal of World Business, v26, n2, pl2(15)  
Summer, 1991

ISSN: 0022-5428 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 11044 LINE COUNT: 00896

... the U.S. Congress might be more of a problem than the early optimists had **predicted** . Some members of Congress resented being left out of the initial discussions over free trade...the months of March and April 1991.(28) Both proponents and opponents of fast track **predicted** doomsday scenarios if their respective positions were not upheld by Congress.(30) At the height...fraud, human rights abuses, and immigration. For a reminder of the intensity of that earlier **period** of "Mexico-bashing" see Cathryn L. Thorup, "Helms's Excesses Prod U.S. to Adopt...

...FTA would affect the way in which the issue of political opening in Mexico is **handled** within the U.S. government, see Cathryn L. Thorup, "Democratization como tema de la relacion...

...1979. The key difference is that in 1991 there is a clearly identifiable, overarching policy **goal** in which the President himself is personally vested. (7)The intention of the United States...actors themselves do not rely on their respective governments as intermediaries in these direct societal **contacts** . As a variety of domestic interest groups in the United States and Mexico search for...

...Overseas Development Council in Washington, D.C., December 1990, pp. 12. (13)The longer the **time** between the announcement of the intention to negotiate and, first, approval of fast track and...

...the way to Central America." This is a reference to the fact that their early **contacts** with Mexican NGOs was through collaboration on the resettlement of Central American refugees in the...

...in this effort did not have the benefit of years of working together and such **contacts** simply did not exist. Further, there was a marked ignorance about Mexico and about U...the benefits to be obtained from an FTA. (30)In early May, the Embassy also **distributed** in the United States two publications of Mexico's Ministry of Urban Development and Ecology...

5/3,K/11 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2005 The Gale Group. All rts. reserv.

02432374 SUPPLIER NUMBER: 65161382 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**The Scoop on CD-less Windows PCs.(Company Business and Marketing) (Column)**

Finnie, Scot

WinMag.com, NA

June 16, 2000

DOCUMENT TYPE: Column LANGUAGE: English RECORD TYPE: Fulltext;  
Abstract

WORD COUNT: 5393 LINE COUNT: 00408

...ABSTRACT: the change in the same way, which means the user's experience is not altogether **predictable** . Even so, Microsoft and OEM PC makers are making a mistake. Microsoft says end-user...

TEXT:

...change in quite the same manner, so the actual end-user experience is not fully **predictable** . What's more, I believe that some vendors are shipping more than one solution, either...

...woods:"The recovery CD must be 'digitally' tied to the PC with which it was **distributed** , by means of a BIOS lock. The recovery CD contains an alphanumeric string that it...with the Product Recovery CD. That's the way all of these computer makers should **handle** this. And it appears that many of them do.According to reader Garry Davis, a...

...manufacturers, as well as to address new piracy concerns, Microsoft is changing its OEM media **distribution** policies for Windows, effective April 1, 2000. These policies are limited only to those PC...

...with us, and there's no change for those OEMs that purchase our product through **distribution** . "PC manufacturers will be able ship, at their option, CD...simply enforces this agreement -- which wasn't feasible before, given the limited means available for **distributing** any OS with a new system. By providing PC makers with a way to include... mistake. Microsoft says this will improve the end-user experience. I don't see it. **Time** will tell. I'd also like to stress the point that, until I actually try...least on the same page with itself will only serve to make compatibility a harder **goal** for everyone else to attain. --Tom BesserImpossible to PoliceThe government cannot police the remedies that... original Win98 CD. If you do not have a Windows 98 CD, I recommend you **contact** Microsoft and try to get them to take back your Updates CD. If you don...doe@ **email** .msn.comBoth addresses reach the same MSN subscriber, but to our newsletter subscription database, they...

...s free. I don't believe in captive audiences, so you can unsubscribe at any **time** . Subscribe ...  
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